



BAY AREA
AIR QUALITY
MANAGEMENT
DISTRICT

Public Workshop – Updating Air District Complaint Guidelines

YING YU

AIR QUALITY SPECIALIST

DECEMBER 9, 2019



Workshop Agenda



OVERVIEW OF
CURRENT
COMPLAINT
GUIDELINES



Q&A



OPEN HOUSE
DISCUSSION



Workshop Goals and Objectives

- Inform the public on existing complaint guidelines
- Provide guidance on how to be more descriptive when filing complaints
- Solicit community input to improve complaint process



Bay Area Air Quality Management District



- Established in 1955
- 24-member Board of Directors
- 9 Bay Area counties
- 101 cities
- 7.5 million people
- 10,856 permitted facilities
- 24,347 permitted sources



Compliance & Enforcement Overview

- Compliance Inspection
- Compliance Assistance
- Enforcement
- Incident Response
- Complaint Program



BAY AREA AIR QUALITY MANAGEMENT DISTRICT 6



What is an Air Quality Complaint?

Any air quality concern that is communicated to the Air District pertaining to:

- Ongoing air emissions release
- Potential air contaminants
- Industry compliance with air quality regulations



Types of Air Quality Complaints

Odors	Dust/Particulates	Residential Wood Smoke
Fire/Smoke/ Open Burning	Asbestos	Gasoline Dispensing Facilities
Excessive Idling	Smoking Vehicles	Complaints associated with Major Incidents



Common Sources of Emissions



BAY AREA AIR QUALITY MANAGEMENT DISTRICT

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Complaint Process



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graph TD; A[Complaint Receipt] --> B[Complaint Response]; B --> C[Complaint Investigation]; C --> D[Investigation Findings and Actions];
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BAY AREA AIR QUALITY MANAGEMENT DISTRICT

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How to File an Air Quality Complaint

Complaints made by phone:

- General complaints: 1-800-334-ODOR
- Residential wood smoke complaints: 1-877-4NO-BURN
- Smoking vehicle complaints: 1-800-EXHAUST

Or online at <http://www.baaqmd.gov/complaints>

24 hour answering service

- Core Business Hours: 7:30 am – 6:00 pm, Mon – Fri
- After Business Hours:
 - 6:00 pm – 7:30 am, Mon – Fri
 - Weekends and holidays

Language interpretation available

**BAY AREA AIR QUALITY
MANAGEMENT DISTRICT**

AIR POLLUTION COMPLAINT FORM

COMPLAINT OVERVIEW

You may report complaints in these nine Bay Area counties: Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, south-western Solano and southern Sonoma. We investigate every single complaint. In order to be successful we need you to answer a few questions.

What type of complaint is it?

☐ Asbestos ?

☐ Dust/Particulates ?

☐ Excessive Idling ?

☐ Fire/Smoke (NOT residential Wood Smoke) ?

☐ Gas Station ?

☐ Odor ?

☐ Smoking Vehicle (or report using 1-800-EXHAUST) ?

For these complaints you will be directed to another site:

☐ Idling or Smoking Locomotive ?

☐ Wood Smoke ?

If you have questions, please call the BAAQMD complaint line:
1-800-334-ODOR (6367)

Listed below are types of complaints that may be outside of BAAQMD's Jurisdiction: ?

- Aircraft Emissions
- Burning Incense
- Cigarette Smoke
- Contrails/Chem Trails
- Dumping into a Drain
- Insect Infestation
- Lead
- Leaf Blowers
- Manure Spreading for Agricultural Purposes
- Mold
- Mosquitoes
- Noise
- Odor or Dust associated with Crop Growing or Live Stock Raising
- Red Tide
- Residential Barbeque
- Restaurant Garbage Containers
- Stagnant Water

CANCEL

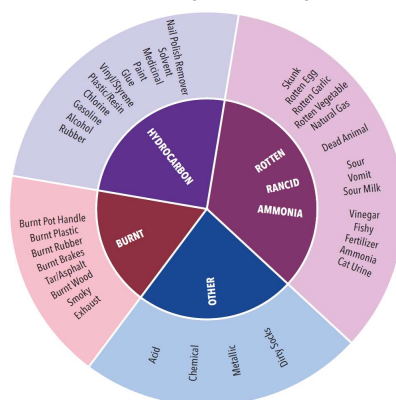
CONTINUE TO NEXT STEP ▶



Helpful Information to Provide When Filing a Complaint

- Alleged facility or source
- Date and time of occurrence
- Description of complaint
- Name, address, and phone number (**optional**)
 - Filing a complaint with complainant contact information, or
 - Filing a complaint anonymously

Odor Description Examples



Confidentiality

- Air District does not release complainant information.
- Complainant information is redacted on public records requests.
- Speaking with complainants allows District Inspectors to gather more information regarding the complaint and better address concerns.



Complaints Requiring Special Processing



Complaints received from schools



Complaints alleging mobile sources



Complaints outside of Air District's jurisdiction and/or authority



Complaints associated with an incident (i.e. fires, hazardous chemical releases, shelter-in-place orders, etc.)



Public Nuisance

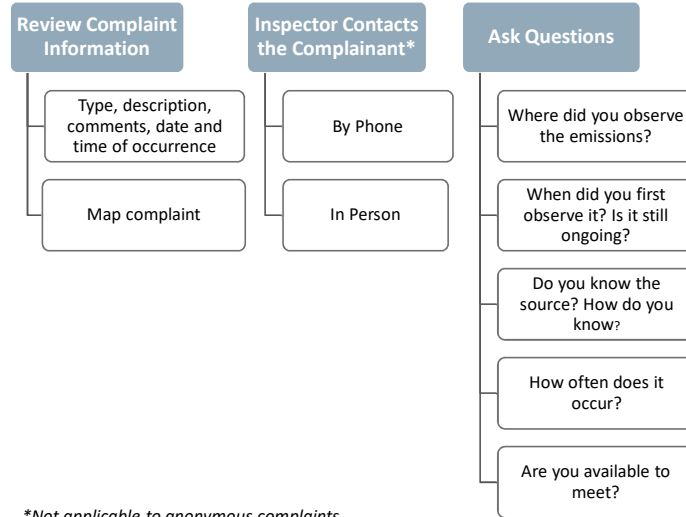
"No person shall discharge from any source whatsoever such quantities of air contaminants or other material which cause injury, detriment, nuisance or annoyance to any considerable number of persons or to the public, or which endanger the comfort, repose, health or safety of any such persons or the public, or which cause, or have natural tendency to cause injury or damage to business or property."

CA Health & Safety Code 41700

District Regulation 1-301



Complaint Response



**Not applicable to anonymous complaints.*



Human Sensory, Training and Expertise



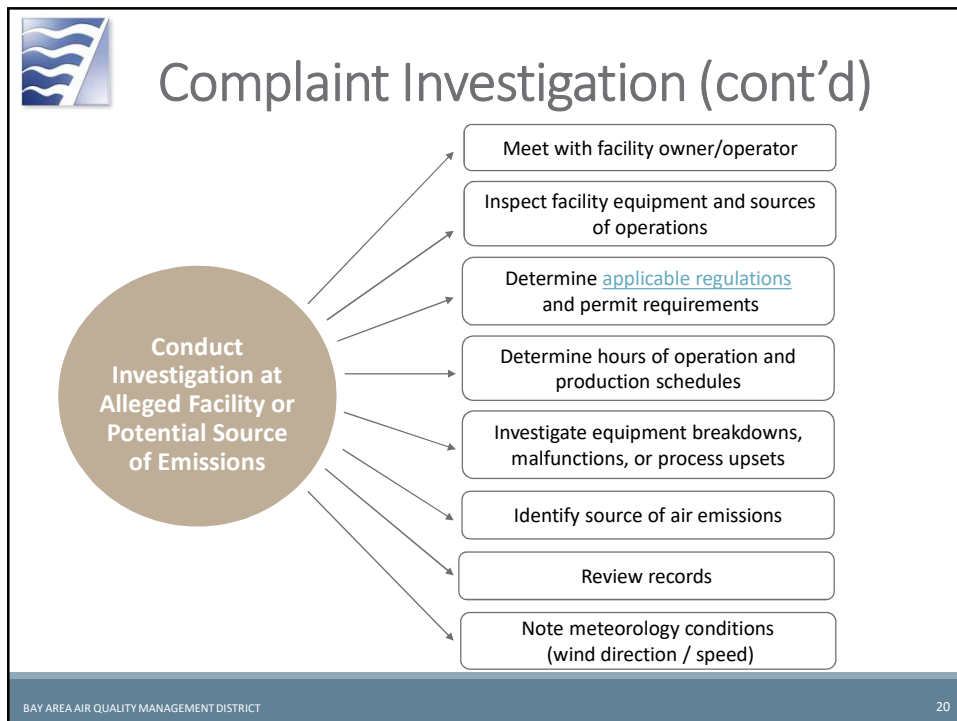
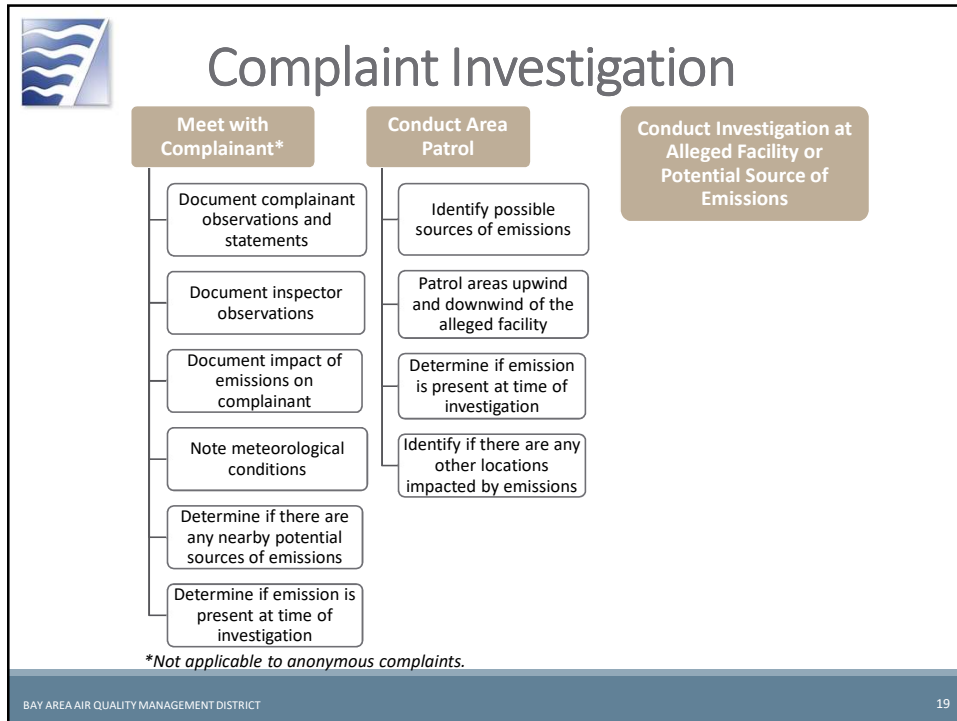
Trained and certified Inspectors to read visible emissions



Human noses to detect and distinguish odors



Field training and expertise allow for quicker and more accurate determination





Complaint Status

Confirmed Complaints

- Emission is present at time of investigation (face-to-face)
- Emission is traceable to a source
- Other supporting evidence

Unconfirmed Complaints

- Emission is no longer present at time of investigation
- Emission is NOT traceable to a source
- No other supporting evidence available



Investigation Findings and Actions

Determine Complaint Status

Confirmed or Unconfirmed

Take Enforcement Action, where applicable

Determine whether a violation(s) occurred:

- Air District, State, Federal regulations and statutes
- Permit requirements

Resolve Air Pollution Problem

Work with facility to resolve the air quality issue when a complaint is confirmed and/or when a violation is documented

Consult with other Air District staff and/or other local agencies with jurisdiction and enforcement authority



Public Input and Suggestions to Update Complaint Guidelines

1. What changes do you want to see in our complaint guidelines?
 - Reporting system
 - Investigation process
2. How can we help the public provide more explicit description and characterization regarding their complaint experience?
3. Any additional comments you would like to share with us.



Next Steps

- Review all comments received
- Incorporate public comments where feasible
- Post updated complaint guidelines online
 - Estimated timeframe : Summer 2020



Public Comment

➤ Comment period ends on
Wednesday, **February 12, 2020.**

➤ Submit comments to **Ying Yu** at
yyu@baaqmd.gov.



Questions & Answers